

Course: ENG-312, Communication and Presentation Skills

Credit Hours: 3

Level: 5th Semester

Course Introduction

In this course, students will understand the differences between communication styles and develop a Win-Win mind-set to make them effective in any circumstance. Using the four pillars of communication, students will learn to determine what outcome they would like from any situation by influencing and persuading; they will build rapport with others, monitor their success, and be flexible to change. They will also understand common reasons for failures in communication and know what to do to resolve them.

Course Objectives

- Utilize the four pillars of effective communication
- Control difficult conversations without feeling guilty
- Overcome anxiety when presenting
- Become a confident, professional communicator
-

CLO No	Course Learning Outcomes	Bloom Taxonomy
CLO 1	Apply the win-win mind-set and become assertive	C3 (Apply)
CLO 2	Adapt effective non-verbal cues to strengthen his/her speech	C6 (Create)
CLO 3	Design and deliver an impactful, professional presentation	C6 (Create)

Course Contents

S. No	Weekly Distribution of Course
-------	-------------------------------

Week 1	The four pillars of effective communication <ul style="list-style-type: none"> • Knowing your outcome • Building rapport quickly and easily • Sensory acuity and what it means • Flexibility being able to change if the communication is not going to plan • The 3 channels of communication
Week 2	Identifying preferred communication styles <ul style="list-style-type: none"> • Identifying your own habits and preferred way of communicating • Identifying the preferred style of others • Understanding tension between the varying style • Knowing how to limit tension by flexing your style
Week 3	Handling difficult conversations <ul style="list-style-type: none"> • Using the ACHE model to diffuse tension • Giving honest feedback • Being prepared for typical responses to feedback
Week 4	Practice Session: Discussion
Week 5	Identifying the win-win mind-set and understanding its importance for assertiveness <ul style="list-style-type: none"> • Passive, assertive and aggressive behaviors • Being assertive • Exploring the Life Positions model
Week 6	Practice: Argumentation
Week 7	Designing a professional presentation <ul style="list-style-type: none"> • The 5 key elements • Problem: what problem? • PowerPoint Its uses and flaws • Other methods of presenting
Week 8	Practice Session: Activities
Week 9	Mid Term

Week 10	Delivering a presentation that has impact <ul style="list-style-type: none"> • The 3 channels of communication and presenting • Posture • Legs and feet • Arms and hands • Gestures • Delivering without notes or props • Use of the voice • Facial expressions • The words used
Week 11	Practice Session
Week 12	Overcoming anxiety when presenting <ul style="list-style-type: none"> • Planning and preparation • Rehearsal • Top tips for calming nerves • Visualizing success
Week 13	Individual Speeches
Week 14	Powerful communication skills <ul style="list-style-type: none"> • Understanding perceptions and how we create them • Knowing how to make small adjustments for big changes • Realizing the power of confident communication • Staying calm in a crisis
Week 15	Practice: Staying calm in a crisis
Week 16	Role Plays
Week 17	Students' Presentations
Week 18	End Semester Exam

Recommended Readings

- Hargie, O. (Ed). (2019) The Handbook of Communication Skills (4th edition). Oxon: Routledge
- Wide, P. (2016) Mastering Technical Communication Skills: A student Handbook. Singapore: Pan Stanford Publishing

- De Vito J . A,Shimoni. R and Clark(2015) Messages: building interpersonal communication skills(5th edition) North York
- Garcia H.F (2012) The power of communication: skills to build trust , inspire loyalty and lead efficiently
- Huang L.S Academic Communication Skills: Conversation strategies for international graduate students